

From: Neil Chapman
Sent: 11 October 2019 12:05
To: 'Bob Seely' <bob.seely.mp@parliament.uk>
Subject: Hovertravel - Response to Letter dated 4th Oct.

Dear Bob,

Thank you for your letter dated 4th October, in relation to cross-Solent travel and the winter preparations. I would like to comment as follows:

We fully appreciate that disruptions to the advertised timetable during any time of the year cause considerable inconvenience and frustration to the people travelling to and from the Isle Of Wight. The Hovertravel team have been working tirelessly since last winter to see our reliability reach an average of 99% and we are aiming for 100% through this year.

Last February saw our fleet of two hovercraft return to operate our timetable supported by the dedicated island-based engineering team, who have invested in, and taken, all possible measures to ensure we are prepared for this winter.

You will appreciate that safety is of the utmost importance, and on occasions the weather will affect our service, and we ask for your understanding in these circumstances. I can, though, confirm that following feedback from our customers, we reviewed the information management and service status communication processes to ensure up to date service status are issued in a timely manner to allow travellers to plan accordingly when the island's services are affected by weather.

I hope the above information gives the confidence required, and rest assured the entire team and I will continue to monitor our performance as we are fully committed to keep improving.

Regards

Neil Chapman
Managing Director.

